

We claim:

1. A method for wireless management of mobile entities comprising:
 - signaling a trusted entity to initiate a repair session by a user entity requiring repair;
 - obtaining user data on the user entity by the trusted entity;
 - authenticating identity of the trusted entity and the user entity for the repair session based on the user data;
 - establishing a speech path between the user entity and the trusted entity;
 - establishing a data path between the user entity and the trusted entity;
 - performing diagnostics on the user entity;
 - obtaining repair data based on the diagnostics;
 - repairing the user entity based on the repair data;
 - releasing the data path; and,
 - releasing the speech path.
2. The method as set forth in claim 1 wherein the signaling comprises manipulating one of a soft key and a hard key on the user entity.
3. The method as set forth in claim 1 wherein the obtaining user data comprises accessing a database.
4. The method as set forth in claim 1 wherein obtaining repair data comprises accessing a database.

5. A method for wireless management of mobile entities comprising:
 - signaling a trusted entity to initiate an update session by a user entity requiring update;
 - obtaining user data on the user entity by the trusted entity;
 - authenticating identity of the trusted entity and the user entity for the update session based on the user data;
 - establishing a data path between the user entity and the trusted entity;
 - obtaining update data;
 - downloading the update data to the user entity;
 - executing the update data downloaded to the user entity;
 - determining whether other update data should be downloaded;
 - restoring data on the user entity;
 - releasing the data path; and,
 - releasing the speech path.
6. The method as set forth in claim 5 further comprising establishing a speech path between the user entity and the trusted entity.
7. The method as set forth in claim 5 wherein the signaling comprises manipulating one of a soft key and a hard key on the user entity.
8. The method as set forth in claim 5 wherein the signaling comprises notifying the trusted entity of an update session by an application server.

9. The method as set forth in claim 5 wherein obtaining user data comprises accessing a database.

10. The method as set forth in claim 5 wherein obtaining update data comprises accessing a database.

11. The method as set forth in claim 5 wherein obtaining update data comprises accessing an application server.

12. An apparatus for wireless management of mobile entities comprising:

- means for signaling a trusted entity to initiate a repair session by a user entity requiring repair;
- means for obtaining user data on the user entity by the trusted entity;
- means for authenticating identity of the trusted entity and the user entity;
- means for establishing a speech path between the user entity and the trusted entity;
- means for establishing a data path between the user entity and the trusted entity;
- means for performing diagnostics on the user entity;
- means for obtaining repair data based on the diagnostics;
- means for repairing the user entity;
- means for releasing the data path; and,
- means for releasing the speech path.

13. An apparatus as set forth in claim 12 wherein the means for signaling comprises one of a soft key and a hard key on the user entity.

14. An apparatus as set forth in claim 12 wherein the means for obtaining user data comprises means for accessing a database.

15. An apparatus as set forth in claim 12 wherein the means for obtaining repair data comprises means for accessing a database.

16. An apparatus for wireless management of mobile entities comprising:
means for signaling a trusted entity to initiate an update session by a user entity requiring update;
means for obtaining user data on the user entity by the trusted entity;
means for authenticating identity of the trusted entity and the user entity;

means for establishing a data path between the user entity and the trusted entity;

means for obtaining update data;
means for downloading the update data to the user entity;
means for executing the update data downloaded to the user entity;
means for determining whether other update data should be downloaded;
means for restoring data on the user entity;
means for releasing the data path; and,

means for releasing the speech path.

17. The apparatus as set forth in claim 16 further comprising means for establishing a speech path between the user entity and the trusted entity.

18. An apparatus as set forth in claim 16 wherein the means for signaling comprises one of a soft key and a hard key on the user entity.

19. An apparatus as set forth in claim 16 wherein the means for signaling comprises an application server.

20. An apparatus as set forth in claim 16 wherein the means for obtaining user data comprises means for accessing a database.

21. An apparatus as set forth in claim 16 wherein the means for obtaining update data comprises means for accessing a database.

22. An apparatus as set forth in claim 16 wherein the means for obtaining update data comprises means for accessing an application server.

23. A method for wireless management of mobile entities comprising:
receiving a signal by a trusted entity from a user entity to initiate a repair session by a user entity requiring repair;
obtaining user data on the user entity by the trusted entity;

authenticating identity of the trusted entity and the user entity for the repair session based on the user data;

establishing a speech path between the user entity and the trusted entity;

establishing a data path between the user entity and the trusted entity;

performing diagnostics on the user entity;

obtaining repair data based on the diagnostics;

repairing the user entity based on the repair data;

releasing the data path; and,

releasing the speech path.

24. A method for wireless management of mobile entities comprising:

receiving a signal by a trusted entity from a user entity to initiate an update session for a user entity requiring update;

obtaining user data on the user entity by the trusted entity;

authenticating identity of the trusted entity and the user entity for the update session based on the user data;

establishing a data path between the user entity and the trusted entity;

obtaining update data;

downloading the update data to the user entity;

executing the update data downloaded to the user entity;

determining whether other update data should be downloaded;

restoring data on the user entity;

releasing the data path; and,

releasing the speech path.

25. An apparatus for wireless management of mobile entities comprising:
 - means for receiving a signal to initiate a repair session by a user entity requiring repair;
 - means for obtaining user data on the user entity by a trusted entity;
 - means for authenticating identity of the trusted entity and the user entity;
 - means for establishing a speech path between the user entity and the trusted entity;
 - means for establishing a data path between the user entity and the trusted entity;
 - means for performing diagnostics on the user entity;
 - means for obtaining repair data based on the diagnostics;
 - means for repairing the user entity;
 - means for releasing the data path; and,
 - means for releasing the speech path.
26. An apparatus for wireless management of mobile entities comprising:
 - means for receiving a signal to initiate an update session by a user entity requiring update;
 - means for obtaining user data on the user entity by a trusted entity;
 - means for authenticating identity of the trusted entity and the user entity;

means for establishing a data path between the user entity and the trusted entity;

means for obtaining update data;

means for downloading the update data to the user entity;

means for executing the update data downloaded to the user entity;

means for determining whether other update data should be downloaded;

means for restoring data on the user entity;

means for releasing the data path; and,

means for releasing the speech path.